

November 16, 2009

TO: LEAN, Worker Group

FROM: Elise Scala, Muskie School, Cutler Institute for Health & Social Policy

RE: Explanation of Handouts

Description of Handouts: The attached handouts (7) provide background information to serve as:

- an inventory of Maine's rate setting methods and rate information across long-term programs that employ direct care and direct support workers;
- an inventory of the class of direct care and direct support workers employed in DHHS long-term care programs and comparable workers and to compare job functions and qualifications, as defined by MaineCare and DHHS rules;
- a snapshot of direct service workforce employment data;

The tables are labeled as drafts to allow for corrections and updates.

- **A.#1: Rate-Setting Methods in Maine's Long-Term Care Programs** was constructed to compare the rate setting methods for programs that employ direct service workers. (draft with updates as of 4/23/09)
- **A.#2a: Summary Chart of Maine Programs that Employ Direct Care/Support Workers** drafted to highlight the employment of the direct care and support titles across Maine's DHHS programs.
- **A.#2b: Profile of Employment of Direct Service Workers, Maine DHHS Programs** was compiled as a reference document to the reimbursement table to provide background information on the direct service jobs and selected information to aid the discussion of rates and workforce planning. (drafted in early 2009 and updated in Fall 2009)
- **A.#2c: Summary Chart of Direct Care/Support Worker Job Titles and Job Functions** drafted to compare job functions across the multiple job titles.
- **B.#1: Maine Direct Care Worker Employment Count and Median Hourly Wage, 2001-2008** provides a comparison of wages by category, over time.
- **B.#2: Maine Direct Care Workforce Top Employers and Projections** drafted to see a snap shot of where direct care/support workers are employed and their wages. .
- **B#3: Maine Fact Sheet**, a recently released state profile of Maine's direct care workforce, compiled by PHI National.

Summary Points:

1. Direct service workers – the class of frontline, paraprofessional workers employed to provide personal care, direct care and direct support are listed as staff in **26 different** publicly funded programs **under 24 different titles**. (for example; CNA, CRMA, DSP, Homemaker, PSS, Attendant, MHRT-1, OQMHP).
2. The programs cover a **multiplicity of services for a diverse population** in a wide array of settings, **using different reimbursement rate structures** while also having a **common role in providing personal care and direct support services and employing workers with similar qualifications**.
3. The rate-setting methods, rates and management vary across programs. There are variations in:

- The rate-setting structure – the method/formula used to set provider payment/ service reimbursement rates (e.g. prospective versus cost reimbursed; case mix adjusted versus flat rate/ base rates and procedure code rates, agency rate versus worker wage rate;)
 - The cost components included in the rate- categories and amounts (e.g. wages, benefits, training, travel, supervision, administrative costs, and other discretionary costs)
 - The frequency and method for reviewing rates and options for providers to request a review (inflation, COLA adjustments, provider input);
 - Requirements for providers to submit financial reports, like cost reports, that can be used to monitor costs, adequacy of rates, financial status of providers, and possibly workforce information (staffing levels, turnover, retention etc).
 - The Maine Legislature's role in reviewing, setting/changing rates, structure and related rules is a default system that responds to targeted initiatives directed by a variety of groups or individuals. Over time, the targeting of select programs, the timing, types and amount of the changes requested and approved, and the variations in the budget environment allows for widening variations across programs.
4. The inconsistency in the rate-setting methods and structures limits the ability to make comparisons across programs and providers regarding wages, benefits, supervision, administrative and training costs .

The comparison of 2001-2008 rates shows that RN, CNA, and HHA services across programs and funding sources have become more consistent—i.e. HHA services are reimbursed at same level regardless of program. The rates for in-home personal care and supportive services show much more variation, ranging from \$14.38 to over \$25/hour in MR/DD programs. Some of these rates include benefits, training and transportation allowances, and some do not.

5. The lack of consistent workforce information collected from providers and within program areas limits workforce management and development efforts. While it is difficult to cross-walk the many direct care worker titles used in DHHS programs, the Department of Labor, Bureau of Labor Statistics tracks standardized employer data useful for comparing and projecting workforce activity. The Department of Labor information in the attachments provides snapshot of direct service worker employment with a limited comparison showing worker and wage growth in four occupational titles for 2001-2008 and projections to 2016.
6. The large amount of reference information (handouts A#2a, 2b, 2c) provide an inventory of MaineCare and State-funded programs that employ direct service workers and information on these jobs. This was compiled to review and compare the scope of the direct service worker job responsibilities and qualification requirements. The variation of consumer-specific language and a lack of specific listings for each job title limits the comparisons as a source of explanation for program and wage differences across the list of job titles.
7. A review of the standardized training programs of 14 titles is being conducted to identify the learning objectives and requirements for each title, and to compare the similarities and differences in the learning objectives. A crosswalk tool will be presented in early December.